Access to INFORMATION ACT

PRIVACY ACT

2017-2018 Annual Report

Immigration, Refugees and Citizenship Canada
Immigration, Réfugiés et Citoyenneté Canada

Canada

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Rapport annuel 2017-2018
Loi sur l'accès à l'information
Loi sur la protection des renseignements personnels

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Introduction

Immigration, Refugees and Citizenship Canada (IRCC) is pleased to present to Parliament its 24th annual report on the administration of the *Access to Information Act* and the *Privacy Act*. The report describes the activities that support compliance with both Acts for the fiscal year commencing April 1, 2017, and ending March 31, 2018.

Section 72 of each Act requires that the head of every federal government institution submit an annual report to Parliament on the administration of the *Access to Information Act* and *Privacy Act* during the fiscal year. This report outlines IRCC's accomplishments in carrying out its Access to Information and Privacy (ATIP) responsibilities during the 2017-2018 reporting period.

Purpose of the Acts

Access to Information Act

The purpose of the *Access to Information Act* is to provide a right of access to records under the control of a government institution. The Act maintains that government information should be available to the public, that necessary exceptions to the right of access should be limited and specific, and that decisions on the disclosure of government information should be reviewed independently of the government.

Privacy Act

The purpose of the *Privacy Act* is to extend the present laws of Canada that protect the privacy of individuals with respect to personal information about themselves held by a government institution and to provide individuals with a right of access to that information. The Act protects an individual's privacy by preventing others from having unlawful access to personal information. It also permits an individual specific rights regarding the collection, use and disclosure of this information.

About Immigration, Refugees and Citizenship Canada

IRCC selects and welcomes, as permanent and temporary residents, foreign nationals whose skills contribute to Canadian prosperity. It also reunites family members.

The Department maintains Canada's humanitarian tradition by welcoming refugees and other people in need of protection, thereby upholding its international obligations and reputation.

IRCC, in collaboration with its partners, conducts the screening of potential permanent and temporary residents to protect the health, safety and security of Canadians. IRCC is also responsible for the issuance and control of Canadian passports and other documents that facilitate the travel of Canadian citizens and residents.

Lastly, the Department builds a stronger Canada by helping all newcomers settle and integrate into Canadian society and the economy, and by encouraging, granting and providing proof of Canadian citizenship.

IRCC's mandate comes from the *Department of Citizenship and Immigration Act*. The Minister of Immigration, Refugees and Citizenship Canada is responsible for the *Citizenship Act* of 1977 and shares responsibility with the Minister of Public Safety for the *Immigration and Refugee Protection Act* (IRPA). Jurisdiction over immigration is shared between the federal and the provincial and territorial governments under section 95 of the *Constitution Act* of 1867.

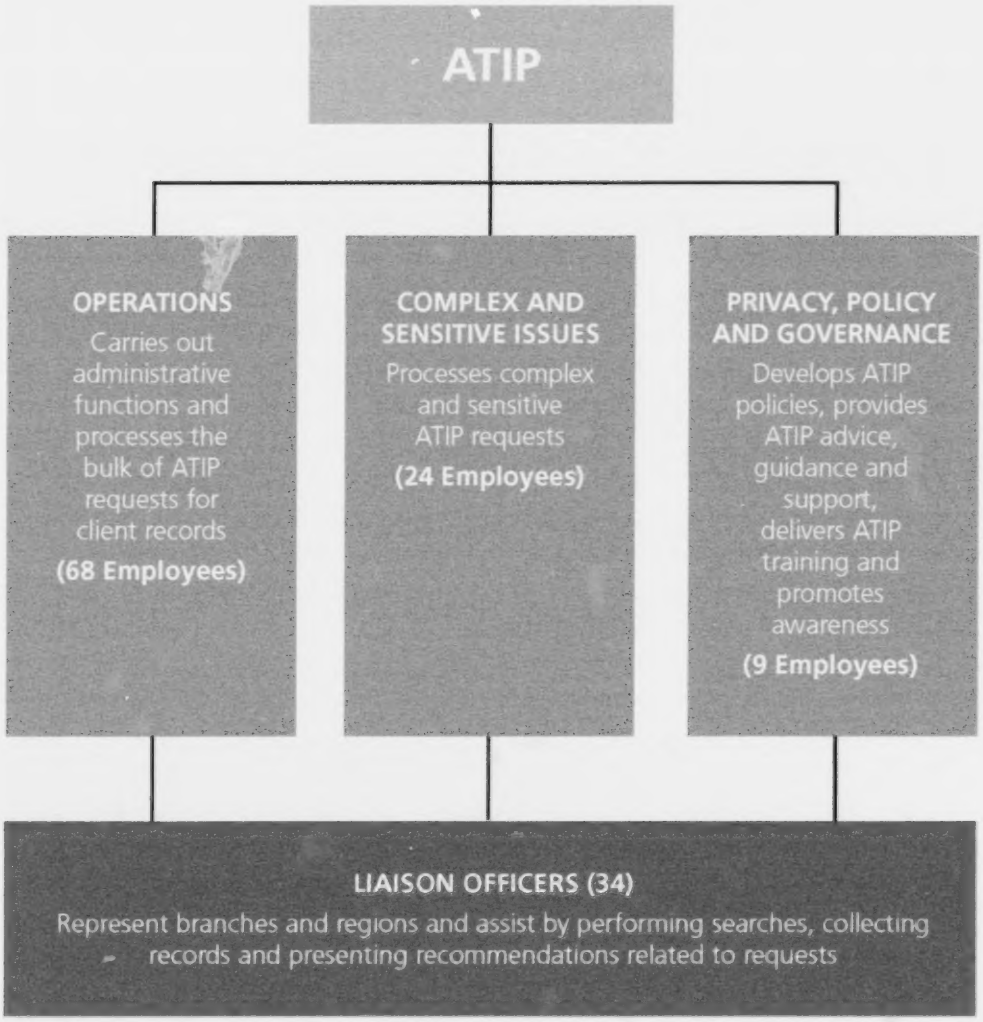
Delegation Order

The Minister of Immigration, Refugees and Citizenship Canada is responsible for dealing with requests under the *Access to Information Act* and the *Privacy Act*. The Minister delegates this authority to members of departmental senior management, including the ATIP Departmental Coordinator (ATIP Director), to carry out his powers, duties or functions under the Acts, in relation to ATIP requests. Certain authorities are delegated to particular positions in the ATIP Division at National Headquarters as shown in Annex B and Annex C of this report.

Organizational Structure

The ATIP Division is part of the Corporate Affairs Branch, which is overseen by the Director General of Corporate Affairs, situated in the Corporate Services Sector at IRCC. The Division administers the *Access to Information Act* and the *Privacy Act* for IRCC and is led by a Director, who acts as the ATIP Coordinator for the Department. Three units carry out the Division's work in addition to 34 Liaison Officers who are responsible for coordinating the ATIP activities of IRCC branches.

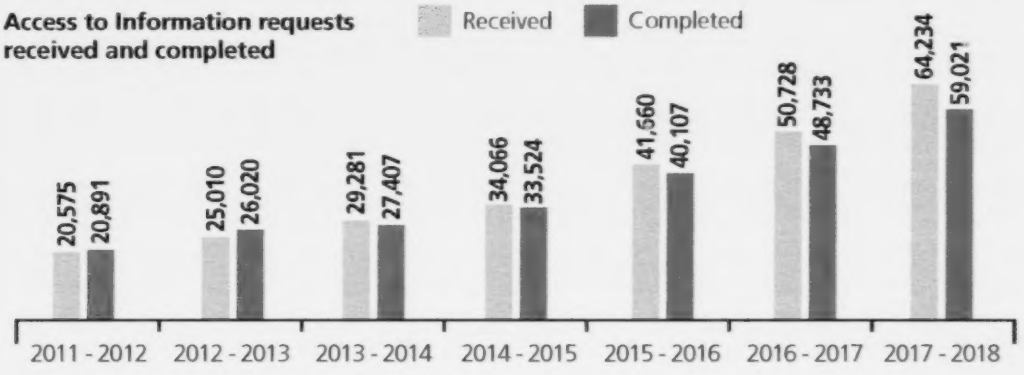
ATIP Divisional Structure at IRCC


ATIP
OPERATIONS
Carries out administrative functions and processes the bulk of ATIP requests for client records
(68 Employees)
COMPLEX AND SENSITIVE ISSUES
Processes complex and sensitive ATIP requests
(24 Employees)
PRIVACY, POLICY AND GOVERNANCE
Develops ATIP policies, provides ATIP advice, guidance and support, delivers ATIP training and promotes awareness
(9 Employees)
LIAISON OFFICERS (34)
Represent branches and regions and assist by performing searches, collecting records and presenting recommendations related to requests

Highlights of the Statistical Report for 2017-2018

Requests received

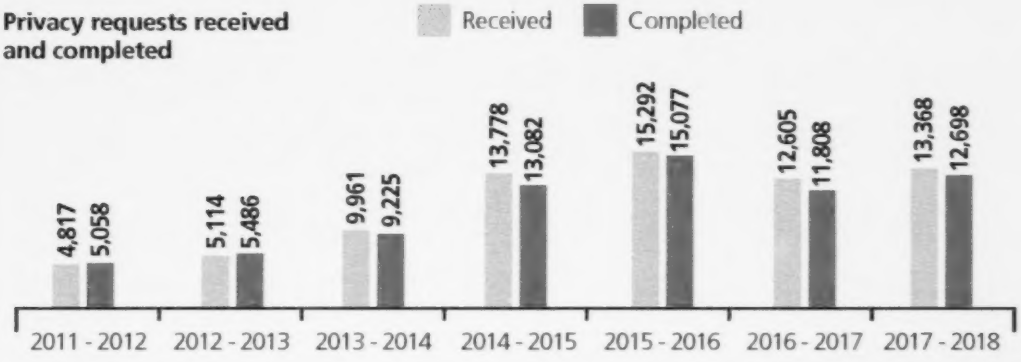
Access to Information requests received and completed



IRCC continues to receive more *Access to Information Act* (ATI) requests than any other federal government institution. Specifically, the Department received a total of **64,234** requests in the 2017-2018 reporting period, which represents an increase of 27 per cent from the previous year. Due to the growth of ATI requests, the compliance rate was 71.54 per cent for the reporting period.

The majority of *Access to Information Act* requests received were for information relating to client records.

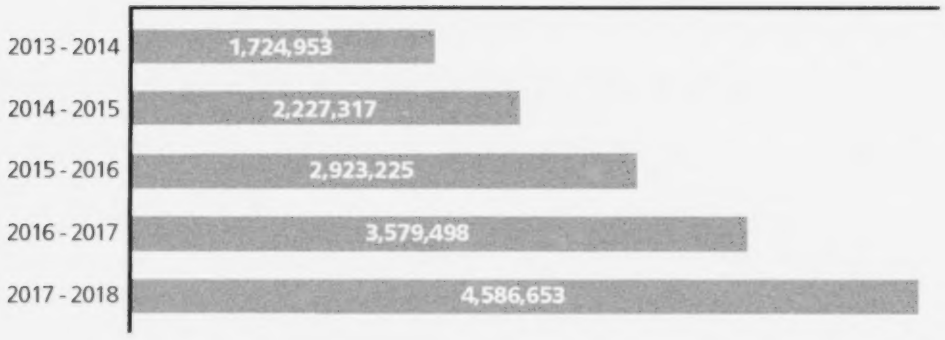
Privacy requests received and completed



IRCC remains one of the most accessed federal institutions, receiving a total of **13,368** requests submitted under the *Privacy Act* in the 2017-2018 fiscal year. Given the volume of Privacy requests to process, the Department's compliance rate was 59.27 per cent

The majority of *Privacy Act* requests received were for information relating to client records.

Pages reviewed

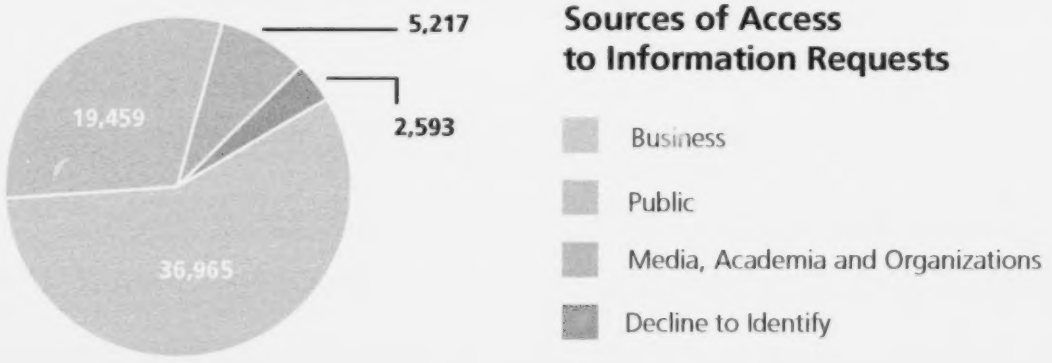


As the number of requests continues to increase, the volume of pages continues to rise also. In 2017-2018, IRCC reviewed **4,586,653 pages.**

This is a 28 per cent increase from last fiscal year, which equates to over 1 million more pages that the ATIP Division reviewed.

Sources of requests under the *Access to Information Act*

The business sector (mainly immigration lawyers and consultants) remains the largest source of requests, accounting for 58 per cent of all requests. The general public accounts for 30 per cent, and media, organizations and academia comprise 8 per cent of requests. The remaining 4 per cent represents requesters who decline to identify themselves.



Informal access requests under the *Access to Information Act*

IRCC posts summaries of completed access to information requests pertaining to corporate records on the *Open Government portal*. In 2017-2018, IRCC closed 1,444 requests for copies of previously released requests.

Exemptions

Access to Information Act

The Department invoked exemptions on 38,707 requests (66 per cent), and all information was provided in 16,527 of its requests (28 per cent). The remaining 3,787 requests (6 per cent) were transferred, abandoned, no record existed or the Department could neither confirm nor deny the existence of these records, as doing so could reveal information that is protected under the Act.

The majority of exemptions invoked by IRCC fell under 3 sections of the *Access to Information Act*:

- Subsection 19(1), which protects personal information, was used in 25,880 cases (43 per cent);
- Subsection 16(1), which addresses law enforcement and criminal investigations, was used in 16,447 cases (28 per cent); and
- Subsection 15(1), which covers international relations, defence and subversive activities, was used in 12,046 cases (20 per cent).

More than one section can be applied to a specific request.

Privacy Act

The Department invoked exemptions on 7,843 requests (62 per cent), and all information was provided in 2,707 requests (21 per cent). The remaining 2,148 requests (17 per cent) were either transferred, abandoned or no record existed.

The majority of exemptions invoked by IRCC fell under 3 sections of the *Privacy Act*:

- Section 26, which protects personal information, was used in 5,474 cases (43 per cent);
- Section 21, which covers international relations, defence and subversive activities, was used in 4,851 cases (38 per cent); and
- Paragraph 22(1)(b), which addresses law enforcement and criminal investigations, was used in 3,013 cases (24 per cent).

More than one section can be applied to a specific request.

Exclusions

The *Access to Information Act* does not apply to or excludes certain types of personal information, specifically records that are already available to the public (section 68) and confidences of the Queen's Privy Council (section 69). Overall in the 2017-2018 fiscal year, IRCC excluded records based on section 68 on 24 occasions, and section 69 was cited in 137 instances.

The ATIP Division did not apply any exclusions under the *Privacy Act* during the reporting period.

Disclosure of personal information under subsection 8(2)

In accordance with subsection 8(2) of the *Privacy Act*, under certain circumstances, a government institution may disclose personal information under its control without the consent of the individual to whom the information relates to.

During this reporting period, IRCC disclosed personal information under subsection 8(2) in responding to 4,149 requests from investigative bodies under paragraph 8(2)(e).

In addition, 8 requests were received under paragraph 8(2)(m) of the *Privacy Act*, that which resulted in the disclosure of personal information:

- A request was received from the *Office of the Central Authority for Alberta*. In this case, the information was for individuals who were in a car accident. The Authority needed the information in order to contact the family. The Office of the Privacy Commissioner (OPC) was notified of this case prior to the release of the information.
- Seven requests were received from the Public Health Agency of Canada. In each case, the agency requested the contact information (such as address, phone number or any other method of contact) of individuals who had been in close proximity to a person with a communicable disease. The OPC was notified after the release of the information due to the urgency of the cases.

Consultations

In addition to processing requests, IRCC was consulted by other federal government institutions for records related to its activities in 274 cases under the *Access to Information Act* and 26 instances under the *Privacy Act*.

Extensions

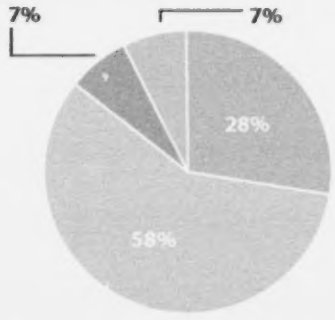
Section 9 of the *Access to Information Act* permits the statutory time limits to be extended if consultations are necessary or if the request is for a large volume of records, and processing it within the original time limit would unreasonably interfere with the operations of the Department.

IRCC invoked a total of 2,816 extensions during the 2017-2018 reporting period. Extensions were required in 2,305 instances when IRCC consulted with other federal institutions prior to responding. Extensions were required in 493 instances to search through a large volume of records or to respond to the influx of requests, or both, which interfered with operations. The Department also invoked 18 extensions to conduct third-party notifications.

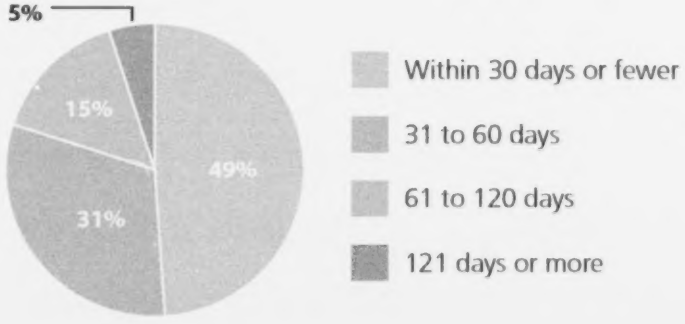
Section 15 of the *Privacy Act* permits the statutory time limits to be extended if consultations are necessary, if translation is required or if the request is for a large volume of records and processing it within the original time limit would unreasonably interfere with the operations of the Department. IRCC invoked a total of 279 extensions during the 2017-2018 reporting period. Of these, 218 were deemed necessary as IRCC needed to consult with other federal institutions prior to responding. Extensions were required in a further 61 instances to search for or through a large volume of records or to respond to the influx of requests, or both, which interfered with operations. The Department did not invoke any extensions for translation purposes.

Completion Times

Access to Information requests completion times



Privacy requests completion times



IRCC responded to:

1. 34,011 requests (58 per cent) within 30 days or less;
2. 16,537 requests (28 per cent) within 31 to 60 days;
3. 4,433 requests (7 per cent) within 61 to 120 days; and
4. 4,040 requests (7 per cent) in 121 days or more.

IRCC responded to:

1. 6,194 requests (49 per cent) within 30 days or less;
2. 3,994 requests (31 per cent) within 31 to 60 days;
3. 638 requests (5 per cent) within 61 to 120 days; and
4. 1,872 requests (15 per cent) in 121 days or more.

Complaints and Audits

Access to Information Act

During the 2017-2018 reporting period, the Department was notified of 204 access complaints received by the Office of the Information Commissioner (OIC). This represents 0.35 per cent of all requests completed during this period. The majority of complaints were related to processing times or exemptions.

During the reporting period, ATIP processed and closed 180 complaint investigations. Of these, 52 complaints were abandoned, discontinued or deemed to be unfounded. The remaining 128 complaints were resolved to the satisfaction of the requester.

During the 2017-2018 reporting period, no audits were undertaken under the *Access to Information Act*.

Privacy Act

During the 2017-2018 fiscal year, the Department was notified of 23 privacy complaints received by the OPC. This represents 0.17 per cent of all requests completed during this period. The majority of the OPC complaints were related to processing times.

During the reporting period, ATIP processed and closed 21 complaint investigations. Of these, 4 were deemed not well-founded, while 17 were resolved to the satisfaction of the requester.

During the 2017-2018 reporting period, no audits were undertaken under the *Privacy Act*

Actions taken under both Acts

The Department has taken diverse actions aimed at reducing the number of complaints received. For instance, ATIP actively engages with the OIC at regular meetings to discuss and resolve complaints. The Division is continuing to seek ways to improve its performance in an effort to reduce response times for ATIP requests, with the end goal of decreasing complaints.

ATIP also now has 2 dedicated officers dealing with complaint resolution. In the previous fiscal year, the Division only had 1 officer responsible for dealing with complaints. IRCC works closely in conjunction with both the OIC and the OPC to ensure expectations are met and to ensure that ATIP Analysts and the Office of Primary Interest have a clear understanding of the complaint process. Tools and procedures will be developed in the new fiscal year as part of the ongoing training and awareness also aimed at reducing the number of complaints.

Monitoring Compliance

The ATIP Division has established internal procedures to help facilitate the timely and efficient processing and monitoring of ATIP requests. The Division prepares 3 weekly reports pertaining to Access to Information and Privacy requests for senior management, which are disseminated at the Assistant Deputy Minister, Deputy Minister and Ministerial levels. There is a 'snapshot' report that contains various statistics, including the number of requests received and processed, as well as the current compliance rate under both Acts. There is also a summary report of upcoming requests soon to be disclosed under the *Access to Information Act*. Finally, in the last quarter of the fiscal year, ATIP instituted a weekly summary report of late files to be processed in priority. It is important to note that no personal information is disclosed to senior management in these reports.

Appeal to the Federal Court

There were no appeals to the Federal Court filed against IRCC regarding the *Access to Information Act* and the *Privacy Act* during the 2017-2018 reporting period.

Privacy Impact Assessments

To fulfil its mandate and effectively deliver its programs and services, IRCC collects, uses and discloses personal information. In accordance with the *Treasury Board of Canada Secretariat (TBS) policy*, the Department undertakes Privacy Impact Assessments (PIAs) to determine whether privacy risks are present in all new or existing departmental programs, initiatives or projects that collect and retain personal information.

During the 2017-2018 fiscal year, IRCC completed 3 PIAs, which are described below. One PIA summary completed last fiscal year is being prepared for online publication.

Express Entry

The PIA summary can be found here *https://www.canada.ca/en/immigration-refugees-citizenship/corporate/transparency/access-information-privacy/privacy-impact-assessment/express-entry.html*

Launched January 1, 2015, the Express Entry program marks a key milestone in the Government of Canada's immigration system modernization agenda. Express Entry facilitates faster and more flexible management of permanent economic immigration and positions Canada to target candidates with the skills and experience that result in positive labour market outcomes.

The objective of the PIA Report was to determine if there are privacy risks associated with the collection of personal information from candidates and applicants through the Express Entry system, and, if so, to provide recommendations on the mitigation or elimination of the risks.

The report identified some privacy risks and recommendations related to information sharing, and retention and disposition of personal information, all of which have been addressed by IRCC.

Global Visa Application Centre

The VAC Global Network was established with the signing of the 2012 VAC Global Contract. The 2018 VAC Global Contract is a continuation of some services, but also incorporates significant changes, primarily a switch in focus from the submission of applications to provision of biometric enrolment services. For this reason, the PIA Report incorporated the two parts of the existing contract Privacy Impact Assessment: the Temporary Resident Biometrics Project - Global Visa Application Centre Network Privacy Impact Assessment (Phase 1), and the Temporary Resident Biometrics Project: Global Visa Application Centre Network Final Privacy Impact Assessment. These documents had been submitted and approved previously.

The objective of the 2017 PIA Report was to provide a comprehensive analysis of the new services and business requirements including, but not limited to *Appointment Scheduling Service; Collection of Government of Canada Fees; Webchat, E-mail, SMS* and *Social Media;* and *VAC Sharing* and *VAC Co-location*. The report identified possible low and medium privacy risks for which IRCC has taken all the necessary mitigation measures.

Regulations for Automated Biometric-based Information Sharing with Australia, New Zealand, and the United Kingdom

The PIA summary can be found here *https://www.canada.ca/en/immigration-refugees-citizenship/corporate/transparency/access-information-privacy/privacy-impact-assessment/automated-biometric-information-sharing-australia-new-zealand-uk.html*

The border and immigration agencies of Australia, Canada, New Zealand, the United Kingdom and the United States have a longstanding relationship.

The objective of the PIA Report was to assess privacy risks related to enabling regulations for automated, biometric-based information exchange with Australia, New Zealand and the United Kingdom. The regulations in question can be found in Division 3 of Part 19.1 of the Immigration and Refugee Protection Regulations, beginning at Section 315.36. The PIA report noted potential privacy risks related to disclosure, over-collection and informed consent, for which mitigation strategies were identified and implemented.

Regulations for a similar capability with the United States were already established in 2015.

Material Privacy Breaches

In 2017-2018, IRCC notified the OPC and TBS of 7 material privacy breaches. IRCC monitors all privacy breaches closely and has established notifications and remedial measures to address each situation.

The program areas sent apology letters to the affected individuals. The ATIP Division provided advice and guidance to departmental staff on containment and mitigation strategies to improve the protection of personal information. In addition, senior officials were notified of all material breaches to facilitate communication within the Department and raise awareness of issues that could hinder the public's right to privacy.

The ATIP Division monitors all privacy breaches reported at IRCC. The Division also reviews how and where they are occurring within the Department. ATIP addresses trends and provides tailored privacy breach training sessions to raise awareness and increase privacy breach prevention.

Initiatives

To improve internal processes and client service under the *Access to Information Act* and *Privacy Act*, IRCC undertook the following initiatives:

- At the completion of the ATIP Division's Lean Review, the Complex and Sensitive Issues Unit launched a pilot project on the ATIP process in order to streamline and improve efficiency in response times.
- The ATIP Division created and subsequently implemented an action plan that successfully eliminated a backlog of intake ATIP requests.
- During the reporting period, the Operations Unit re-organized the actions in the AccessPro Case Management system, the ATIP Division's case tracking and reporting software, in order to streamline the administration of ATIP requests.
- The ATIP consent form was revised to ensure that it is as clear and concise as possible for requesters in order to reduce the number of incomplete ATIP requests submitted to the Department.
- IRCC continues to develop relationships with senior officials from relevant stakeholder organizations to raise awareness about ATIP best practices. These organizations submit more than 50 per cent of the Department's ATIP requests and include the Canadian Bar Association, the Canadian Association of Professional Immigration Consultants, and the Immigration Consultants of Canada Regulatory Council.
- A Senior Privacy Advisor from the Privacy, Policy and Governance Unit was embedded in a departmental program area to support the implementation of privacy-protective measures during the design of an advanced analytics project.

Policies, Guidelines and Procedures

- The ATIP Division developed a new procedure to make its case management system more efficient and to better comply with the retention period for personal information as outlined by the *Privacy Act*.
- Over the course of the reporting period, IRCC took a number of measures to improve adherence to ATIP statutory deadlines for processing requests. For instance, spearheaded by the Division, the Department has moved predominantly towards providing electronic records in response to ATIP requests.
- The ATIP Division continues to innovate through the creation of better tools to inform senior management of actions required to improve performance as well as to provide timely responses to requesters.

Training and Awareness

Through its training delivery and awareness activities, IRCC continues to work towards developing an institution-wide culture of privacy alongside a strong commitment to increasing privacy vigilance.

Mandatory training

During the reporting period, 2,755 employees participated in ATIP Division training sessions, representing nearly a two-fold increase from the previous fiscal year. ATIP provides three important sessions throughout the year:

1. **Understanding and Managing ATIP Requests** is designed to provide a greater understanding of the roles and responsibilities of the ATIP Division, the liaison officers and other departmental officials in the processing of an ATIP request. A total of 76 employees attended.

2. **ATIP Training for Middle Managers and Executives** provides an overview of key ATIP principles and practices and a greater understanding of the roles and responsibilities of managers and employees. A total of 10 managers and executives completed the course.
3. **Protecting and Giving Access to Information at IRCC** is a mandatory online course for all employees. It provides a brief overview of key ATIP principles and practices and fosters a greater understanding of the roles and responsibilities of all employees. During the year, 1,163 employees took the online training session.

The Division also provides ad hoc and tailored training sessions and workshop presentations to reinforce and increase knowledge and understanding of access to information, privacy and personal information. These sessions are independent of mandatory courses and are given in response to a group's specific interests such as training designed for ATIP Liaison Officers and Foreign Officers. A total of 578 employees were provided tailored ATIP training last fiscal year.

Privacy breach training

Privacy breach training sessions are designed to provide a greater understanding of what a privacy breach is, the roles and responsibilities of employees and increase awareness of emerging trends in privacy breaches.

These sessions are also focused not only on how to contain a breach, but also how to evaluate it, notify internal and external stakeholders, mitigate the impact and reduce the probability of a recurrence. They provide an opportunity for program areas to ask questions pertaining to real scenarios and receive practical advice from the ATIP staff.

A total of 928 employees received privacy breach training in 2017-2018, which represents an increase of 269 per cent over the last reporting period.

IRCC Privacy Day

On November 1, 2017, IRCC celebrated its 2nd Annual Privacy Day. This initiative is a large-scale, department-wide event created to bolster privacy awareness and to champion the protection of personal information at IRCC.

Privacy Day challenges employees to think differently about privacy and the implications it may have for the delivery of the Department's programs and services. It underscores that privacy is a shared responsibility.

As Privacy Day is held each year, it provides a forum to spotlight key issues in privacy in an often complex and rapidly changing technological environment.

On Privacy Day, IRCC organized 3 seminars dealing with privacy breaches, managing personal information and the technological encroachments on individual privacy. The event was promoted on Today@IRCC, the Department's internal electronic newsletter. Accepting ATIP's invitation, various government institutions were in attendance at the noon hour Privacy Day seminar entitled "Technocreep: The Surrender of Privacy and the Capitalization of Intimacy".

Data Privacy Day

On January 28, 2018, IRCC observed Data Privacy Day as part of its commitment to raise awareness about the importance of privacy and the protection of personal information. Data Privacy Day is an internationally recognized event. It is an excellent opportunity to empower and educate employees on how to manage and control their digital footprint as well as highlight the privacy risks associated with changes in technology. The ATIP Division, in collaboration with Information Management Services and Information Technology Security, hosted a joint information kiosk to answer questions from employees and to provide informative materials.

ANNEX A: Signed Delegation

OFFICIAL DOCUMENT DOCUMENT OFFICIEL

DEPARTMENT OF IMMIGRATION, REFUGEES AND CITIZENSHIP OF CANADA

MINISTÈRE DE L'IMMIGRATION, DES RÉFUGIÉS ET DE LA CITOYENNETÉ DU CANADA

DELEGATION OF AUTHORITY

ACCESS TO INFORMATION ACT AND PRIVACY ACT

DÉLÉGATION DE POUVOIRS

LOI SUR L'ACCÈS À L'INFORMATION ET LOI SUR LA PROTECTION DES RENSEIGNEMENTS PERSONNELS

I, Minister of Immigration, Refugees and Citizenship, pursuant to Section 73 of the *Access to Information Act* and of the *Privacy Act*, hereby authorize the officer and employee of Immigration, Refugees and Citizenship whose position or classification is set out in the attached Schedule to carry out those of my powers, duties or functions under the Acts that are set in the Schedule in relation to that officer and employee.

En ma qualité de ministre de l'Immigration, des Réfugiés et de la Citoyenneté et conformément à l'article 73 de la *Loi sur l'accès à l'information* et de la *Loi sur la protection des renseignements personnels*, j'autorise par la présente l'agent(e) et employé(e) du ministère de l'Immigration, des Réfugiés et de la Citoyenneté dont le poste ou la classification est énoncé dans l'annexe ci-jointe à exécuter mes fonctions, pouvoirs ou attributions en vertu des lois précisées dans l'annexe visant cet(te) agent(e) et employé(e).

Dated at Ottawa

This 20 day of JUNE 2016

Fait à Ottawa

ce 20 jour de Juin 2016

John McCallum

John McCallum, P.C., M.P.
Minister of Immigration, Refugees and Citizenship
John McCallum, C.P., député
Ministre de l'Immigration, des Réfugiés et de la Citoyenneté

ANNEX B: Delegation Order under the *Access to Information Act*

Official Document

Delegation of Authority under the *Access to Information Act* and the Access to Information Regulations

Description	Section	Position/Title* DM	ADM-CS/DC-CA	ATIP / DIRECTOR	ATIP / ASSISTANT	ATIP / PM-05 OPS	ATIP / PM-05 CSI	ATIP / PM-04 OPS	ATIP / PM-04 CSI	ATIP / PM-03 OPS	ATIP / PM-03 CSI
		1	2	3	4	5	6	7	8	9	10
Access to Information Act											
Notice where access granted	7	•	•	•	•	•	•	•	•	•	•
Transfer of request	8 (1)	•	•	•	•	•	•	•	•	•	•
Extension of time limits	9 (1)	•	•	•	•	•	•	•	•	•	•
Notice of extension to Commissioner	9 (2)	•	•	•	•	•	•	•	•	•	•
Notice where access refused	10 (1) and (2)	•	•	•	•	•	•	•	•	•	•
Payment of additional fees	11 (2)	•	•	•	•	•	•	•	•	•	•
Payment of fees for EDP record	11 (3)	•	•	•	•	•	•	•	•	•	•
Deposit	11 (4)	•	•	•	•	•	•	•	•	•	•
Notice of fee payment	11 (5)	•	•	•	•	•	•	•	•	•	•
Waiver or refund of fees	11 (6)	•	•	•	•	•	•	•	•	•	•
Translation	12 (2)	•	•	•	•	•	•	•	•	•	•
Conversion to alternate format	12 (3)	•	•	•	•	•	•	•	•	•	•
Information obtained in confidence	13	•	•	•	•	•		•			
Refuse access: Federal-provincial affairs	14	•	•	•	•	•					
Refuse access: International affairs, defence	15 (1)	•	•	•	•	•		•			
Refuse access: Law enforcement and investigation	16 (1)	•	•	•	•	•		•		•	
Refuse access: Security information	16 (2)	•	•	•	•	•		•		•	
Refuse access: Policing services for provinces or municipalities	16 (3)	•	•	•	•	•		•		•	
Refuse access: Safety of individuals	17	•	•	•	•	•	•	•		•	
Refuse access: Economic interests of Canada	18	•	•	•	•	•					
Refuse access: Another person's information	19 (1)	•	•	•	•	•	•	•	•	•	•
Disclose personal information	19 (2)	•	•	•	•	•	•	•	•	•	•
Refuse access: Third-party information	20 (1)	•	•	•	•	•					
Disclose testing methods	20 (2) and (3)	•	•	•	•	•					

Disclose third-party information	20 (5)	•	•	•	•	•						
Disclose in public interest	20 (6)	•	•	•	•	•						
Refuse access: Advice, etc.	21	•	•	•	•	•						
Refuse access: Tests and audits	22	•	•	•	•	•						
Refuse access: Solicitor-client privilege	23	•	•	•	•	•		•				
Refuse access: prohibited information	24 (1)	•	•	•	•	•						
Disclose severed information	25	•	•	•	•	•	•	•				
Refuse access: Information to be published	26	•	•	•	•	•						
Notice to third parties	27 (1)	•	•	•	•	•	•	•				
Extension of time limit	27 (4)	•	•	•	•	•	•	•				
Notice of third-party disclosure	28 (1)	•	•	•	•	•	•	•				
Representation to be made in writing	28 (2)	•	•	•	•	•	•	•				
Disclosure of record	28 (4)	•	•	•	•	•	•					
Disclosure on Commissioner's recommendation	29 (1)	•	•	•	•	•			•			
Notice of intention to investigate	32	•	•	•	•	•			•			
Notice to third party	33	•	•	•	•	•			•			
Right to make representations	35 (2)	•	•	•	•	•	•		•			
Findings and recommendations of the Information Commissioner	37 (1) (b)	•	•	•	•	•			•			
Access given to complainant	37 (4)	•	•	•	•	•						
Notice to third party of court action	43 (1)	•	•	•	•	•						
Notice to person who requested record	44 (2)	•	•	•	•	•						
Special rules for hearings	52 (2)	•	•	•	•							
Ex parte representations	52 (3)	•	•	•	•	•						
Exempt information may be excluded	71 (2)	•	•	•	•	•						
Access to Information Regulations												
Transfer of requests	6	•	•	•	•	•	•	•	•	•	•	
Examination of records	8	•	•	•	•	•	•	•	•	•	•	

• Delegation

Legend

DM	Deputy Minister
ADM-CS/DG-CA	ADM, Corporate Services / Director General, Corporate Affairs
ATIP/DIRECTOR	Director, Access to Information and Privacy (EX-01)
ATIP/Assistant Director	Assistant Director, ATIP Operations (OPS) (PM-06) / Assistant Director, Complex and Sensitive Issues (CSI) (PM-06)
ATIP/PM-05 OPS	Senior ATIP Administrators, ATIP Operations (OPS)
ATIP/PM-05 CSI	Senior ATIP Administrators, ATIP Complex and Sensitive Issues (CSI)
ATIP/PM-04 OPS	ATIP Administrators, ATIP Operations (OPS)
ATIP/PM-04 CSI	ATIP Administrators, ATIP Complex and Sensitive Issues (CSI)
ATIP/PM-03 OPS	ATIP Officers, ATIP Operations (OPS)
ATIP/PM-03 CSI	ATIP Officers, ATIP Complex and Sensitive Issues (CSI)

* Includes acting appointments and assignments to these positions made pursuant to the Public Service Employment Act and regulations.

ANNEX C: Delegation Order under the *Privacy Act*

Official Document

Delegation of Authority under the Privacy Act and the Privacy Regulations

Position/Title*

Description	Section	1 DM	2 ADM-CS/DC-CA	3 ADM-SPP /DG-RE	4 ATIP / DIRECTOR	5 ATIP / ASSISTANT DIRECTOR CSI	6 ATIP / ASSISTANT DIRECTOR OPS / ATIP / PM-05 OPS	7 ATIP / PM-05 CSI	8 ATIP / PM-04 OPS	9 ATIP / PM-04 CSI	10 ATIP / PM-03 OPS	11 ATIP / PM-3 CSI
Privacy Act												
Disclosure to investigative bodies	8(2)(e)	•	•		•		•		•		•	
Disclosure for research and statistics	8(2)(j)	•	•	•								
Disclosure in public interest clearly outweighs any invasion of privacy	8(2)(m)(i)	•										
Disclosure in public interest, benefit of individual	8(2)(m)(ii)	•										
Record of disclosure for investigations	8(4)	•	•		•		•					
Notify Privacy Commissioner of 8(2)(m)	8(5)	•	•		•							
Record of consistent uses	9(1)	•	•		•							
Notify Privacy Commissioner of consistent uses	9(4)	•	•		•							
Personal information in banks	10(1)	•	•		•							
Notice where access is granted	14	•	•		•	•	•	•	•	•	•	•
Extension of time limits	15	•	•		•	•	•	•	•	•	•	•
Notice where access is refused	16	•	•		•	•	•	•	•	•	•	•
Decision regarding translation	17(2)(b)	•	•		•	•	•	•	•	•	•	•
Conversion to alternate format	17(3)(b)	•	•		•	•	•	•	•	•	•	•
Refuse access: Exempt bank	18(2)	•	•		•	•	•	•				
Refuse access: Confidential information	19(1)	•	•		•	•	•		•			
Disclose confidential information	19(2)	•	•		•	•	•		•			
Refuse access: Federal-provincial affairs	20	•	•		•	•	•					
Refuse access: International affairs, defence	21	•	•		•	•	•		•			
Refuse access: Law enforcement and investigation	22	•	•		•	•	•		•		•	
Refuse access: Security clearance	23	•	•		•	•	•		•		•	
Refuse access: Person under sentence	24	•	•		•	•	•					
Refuse access: Safety of individuals	25	•	•		•	•	•	•	•		•	
Refuse access: Another person's information	26	•	•		•	•	•	•	•	•	•	•

Refuse access: Solicitor-client privilege	27	•	•		•	•	•		•			
Refuse access: Medical record	28	•	•		•	•	•		•			
Receive notice of investigation	31	•	•		•	•	•			•		
Representation to Privacy Commissioner	33(2)	•	•		•	•	•	•		•		
Response to findings and recommendations of the Privacy Commissioner within a specified time	35(1)(b)	•	•		•	•	•			•		
Access given to complainant	35(4)	•	•		•	•	•					
Response to review of exempt banks	36(3)(b)	•	•		•							
Response to review of compliance	37(3)	•	•		•	•	•					
Request of court hearing in the National Capital Region	51(2)(b)	•	•		•	•						
Ex parte representation to court	51(3)	•	•		•	•	•					
Privacy Regulations												
Examination of records	9	•	•		•	•	•	•	•	•	•	•
Correction of personal information	11(2)	•	•		•	•	•	•				
Notification of refusal to correct personal information	11(4)	•	•		•	•	•	•				
Disclosure: Medical information	13(1)	•	•		•	•						
Disclosure: Medical information – examine in person, in the presence of a duly qualified medical practitioner	14	•	•		•	•						

• Delegation

Legend

DM	Deputy Minister
ADM-CS / DG-CA	ADM, Corporate Services / Director General, Corporate Affairs
ADM-SPP / DG-RE	Associate ADM, Strategic and Program Policy / Director General, Research and Evaluation
ATIP / DIRECTOR	Director, Access to Information and Privacy (EX-01)
ATIP / ASSISTANT DIRECTOR CSI	Assistant Director, Complex and Sensitive Issues, CSI (PM-06)
ATIP /ASSISTANT DIRECTOR OPS	Assistant Director, ATIP Operations, OPS (PM-06)
ATIP / PM-05 OPS	Senior ATIP Administrator, ATIP Operations (OPS)
ATIP / PM-05 CSI	Senior ATIP Administrators, Complex and Sensitive Issues (CSI)
ATIP / PM-04 OPS	ATIP Administrators, ATIP Operations (OPS)
ATIP / PM-04 CSI	ATIP Administrators, Complex and Sensitive Issues (CSI)
ATIP / PM-03 OPS	ATIP Officers, ATIP Operations (OPS)
ATIP / PM-03 CSI	ATIP Officers, ATIP Complex and Sensitive Issues (CSI)

*Includes acting appointments and assignments to these positions made pursuant to the Public Service Employment Act and regulations.

Government of Canada / Gouvernement du Canada

ANNEX D: Statistical Report on the *Access to Information Act*

Statistical Report on the *Access to Information Act*

Name of institution: Immigration, Refugees and Citizenship Canada
Reporting period: 2017-04-01 to 2018-03-31

Part 1: Requests Under the *Access to Information Act*

1.1 Number of requests

	Number of Requests
Received during reporting period	64,234
Outstanding from previous reporting period	7,293
Total	**71,527**
Closed during reporting period	59,021
Carried over to next reporting period	12,506

1.2 Sources of requests

Source	Number of Requests
Media	287
Academia	1,913
Business (private sector)	36,965
Organization	3,017
Public	19,459
Decline to identify	2,593
Total	64,234

1.3 Informal requests

Completion Time							
1 to 15 Days	16 to 30 Days	31 to 60 Days	61 to 120 Days	121 to 180 Days	181 to 365 Days	More Than 365 Days	Total
789	369	173	113	0	0	0	1,444

Note: All requests previously recorded as "treated informally" will now be accounted for in this section only.

Part 2: Requests Closed During the Reporting Period

2.1 Disposition and completion time

Disposition of Requests	Completion Time							
	1 to 15 Days	16 to 30 Days	31 to 60 Days	61 to 120 Days	121 to 180 Days	181 to 365 Days	More Than 365 Days	Total
All disclosed	183	9,712	4,866	1,040	285	247	194	16,527
Disclosed in part	270	21,927	11,223	3,206	802	643	601	38,672
All exempted	3	2	7	1	0	2	0	15
All excluded	1	5	10	2	1	1	0	20
No records exist	78	454	378	150	40	45	25	1,170
Request transferred	22	0	0	0	0	0	0	22
Request abandoned	622	732	53	34	53	283	817	2,594
Neither confirmed nor denied	0	0	0	0	0	0	0	1
Total	**1,179**	**32,832**	**16,537**	**4,433**	**1,181**	**1,221**	**1,638**	**59,021**

2.2 Exemptions

Section	Number of Requests	Section	Number of Requests	Section	Number of Requests	Section	Number of Requests
13(1)(a)	2,809	16(2)	521	18(a)	4	20.1	0
13(1)(b)	21	16(2)(a)	6	18(b)	5	20.2	0
13(1)(c)	27	16(2)(b)	4	18(c)	3	20.4	0
13(1)(d)	10	16(2)(c)	55	18(d)	4	21(1)(a)	331
13(1)(e)	1	16(3)	0	18.1(1)(a)	0	21(1)(b)	373
14	64	16.1(1)(a)	0	18.1(1)(b)	0	21(1)(c)	60
14(a)	54	16.1(1)(b)	3	18.1(1)(c)	0	21(1)(d)	88
14(b)	13	16.1(1)(c)	9	18.1(1)(d)	0	22	110
15(1)	0	16.1(1)(d)	1	19(1)	25,880	22.1(1)	14
15(1) - I.A.*	9,998	16.2(1)	0	20(1)(a)	7	23	132
15(1) - Def.*	1,205	16.3	0	20(1)(b)	57	24(1)	5
15(1) - S.A.*	843	16.4(1)(a)	0	20(1)(b.1)	0	26	82
16(1)(a)(i)	1	16.4(1)(b)	0	20(1)(c)	29		
16(1)(a)(ii)	1	16.5	0	20(1)(d)	10		
16(1)(a)(iii)	4	17	547				
16(1)(b)	136						
16(1)(c)	16,304						
16(1)(d)	1						

* I.A.: International Affairs Def.: Defence of Canada S.A.: Subversive Activities

2.3 Exclusions

Section	Number of Requests	Section	Number of Requests	Section	Number of Requests
68(a)	8	69(1)	1	69(1)(g) re (a)	14
68(b)	0	69(1)(a)	7	69(1)(g) re (b)	14
68(c)	0	69(1)(b)	3	69(1)(g) re (c)	14
68.1	8	69(1)(c)	1	69(1)(g) re (d)	14
68.2(a)	8	69(1)(d)	8	69(1)(g) re (e)	14
68.2(b)	0	69(1)(e)	16	69(1)(g) re (f)	14
		69(1)(f)	3	69.1(1)	14

2.4 Format of information released

Disposition	Paper	Electronic	Other Formats
All disclosed	236	16,291	0
Disclosed in part	371	38,301	0
Total	607	54,592	0

2.5 Complexity

2.5.1 Relevant pages processed and disclosed

Disposition of Requests	Number of Pages Processed	Number of Pages Disclosed	Number of Requests
All disclosed	744,271	729,843	16,527
Disclosed in part	2,916,698	2,672,463	38,672
All exempted	1,208	0	15
All excluded	179	0	20
Request abandoned	51,018	0	2,594
Neither confirmed nor denied	0	0	1

2.5.2 Relevant pages processed and disclosed by size of requests

Disposition	Less Than 100 Pages Processed		101-500 Pages Processed		501-1000 Pages Processed		1001-5000 Pages Processed		More than 5000 Pages Processed	
	Number of Requests	Pages Disclosed	Number of Requests	Pages Disclosed	Number of Requests	Pages Disclosed	Number of Requests	Pages Disclosed	Number of Requests	Pages Disclosed
All disclosed	14,853	441,854	1,652	267,311	16	9,954	6	10,724	0	0
Disclosed in part	30,501	1,183,568	7,879	1,301,989	231	122,516	60	64,342	1	48
All exempted	11	0	3	0	1	0	0	0	0	0
All excluded	20	0	0	0	0	0	0	0	0	0
Request abandoned	2,501	0	68	0	14	0	11	0	0	0
Neither confirmed nor denied	1	0	0	0	0	0	0	0	0	0
Total	47,887	1,625,422	9,602	1,569,300	262	132,470	77	75,066	1	48

2.5.3 Other complexities

Disposition	Consultation Required	Assessment of Fees	Legal Advice Sought	Other	Total
All disclosed	96	0	0	7	103
Disclosed in part	662	0	0	29	691
All exempted	6	0	0	1	7
All excluded	6	0	0	5	11
Request abandoned	32	0	0	5	37
Neither confirmed nor denied	0	0	0	0	0
Total	802	0	0	47	849

2.6 Deemed refusals

2.6.1 Reasons for not meeting statutory deadline

Number of Requests Closed Past the Statutory Deadline	Principal Reason			
	Workload	External Consultation	Internal Consultation	Other
15,182	15,154	23	4	1

2.6.2 Number of days past deadline

Number of Days Past Deadline	Number of Requests Past Deadline Where No Extension Was Taken	Number of Requests Past Deadline Where An Extension Was Taken	Total
1 to 15 days	7,285	267	7,552
16 to 30 days	1,168	67	1,235
31 to 60 days	1,458	80	1,538
61 to 120 days	1,486	113	1,599
121 to 180 days	857	78	935
181 to 365 days	678	54	732
More than 365 days	1,474	117	1,591
Total	14,406	776	15,182

2.7 Requests for translation

Translation Requests	Accepted	Refused	Total
English to French	0	0	0
French to English	0	0	0
Total	0	0	0

Part 3: Extensions

3.1 Reasons for extensions and disposition of requests

Disposition of Requests Where an Extension Was Taken	9(1)(a) Interference With Operations	9(1)(b) Consultation		9(1)(c) Third-Party Notice
		Section 69	Other	
All disclosed	61	1	392	0
Disclosed in part	336	5	1,769	17
All exempted	1	0	5	0
All excluded	1	0	6	0
No records exist	13	0	96	0
Request abandoned	81	1	30	1
Total	493	7	2,298	18

3.2 Length of extensions

Length of Extensions	9(1)(a) Interference With Operations	9(1)(b) Consultation		9(1)(c) Third-Party Notice
		Section 69	Other	
30 days or less	53	0	218	1
31 to 60 days	332	4	1,928	12
61 to 120 days	57	2	119	3
121 to 180 days	31	1	31	2
181 to 365 days	20	0	1	0
365 days or more	0	0	1	0
Total	493	7	2,298	18

Part 4: Fees

Fee Type	Fee Collected		Fee Waived or Refunded	
	Number of Requests	Amount	Number of Requests	Amount
Application	58,724	$293,635	201	$1,005
Search	0	$0	0	$0
Production	0	$0	0	$0
Programming	0	$0	0	$0
Preparation	0	$0	0	$0
Alternative format	0	$0	0	$0
Reproduction	0	$0	0	$0
Total	58,724	$293,635	201	$1,005

Part 5: Consultations Received From Other Institutions and Organizations

5.1 Consultations received from other Government of Canada institutions and organizations

Consultations	Other Government of Canada Institutions	Number of Pages to Review	Other Organizations	Number of Pages to Review
Received during reporting period	274	11,738	10	528
Outstanding from the previous reporting period	39	3,666	4	221
Total	313	15,404	14	749
Closed during the reporting period	275	11,073	14	742
Pending at the end of the reporting period	38	4,331	0	7

5.2 Recommendations and completion time for consultations received from other Government of Canada institutions

Recommendation	Number of Days Required to Complete Consultation Requests							
	1 to 15 Days	16 to 30 Days	31 to 60 Days	61 to 120 Days	121 to 180 Days	181 to 365 Days	More than 365 Days	Total
Disclose entirely	59	63	23	8	0	0	0	153
Disclose in part	21	24	38	21	0	0	0	104
Exempt entirely	0	3	1	1	0	0	0	5
Exclude entirely	0	2	0	0	0	0	0	2
Consult other institution	1	0	0	0	0	0	0	1
Other	5	2	2	1	0	0	0	10
Total	86	94	64	31	0	0	0	275

5.3 Recommendations and completion time for consultations received from other organizations

Recommendation	Number of Days Required to Complete Consultation Requests							
	1 to 15 Days	16 to 30 Days	31 to 60 Days	61 to 120 Days	121 to 180 Days	181 to 365 Days	More than 365 days	Total
Disclose entirely	3	1	4	1	0	0	0	9
Disclose in part	1	1	2	1	0	0	0	5
Exempt entirely	0	0	0	0	0	0	0	0
Exclude entirely	0	0	0	0	0	0	0	0
Consult other institution	0	0	0	0	0	0	0	0
Other	0	0	0	0	0	0	0	0
Total	4	2	6	2	0	0	0	14

Part 6: Completion Time for Consultations on Cabinet Confidences

6.1 Requests with Legal Services

Number of Days	Fewer Than 100 Pages Processed		101-500 Pages Processed		501-1000 Pages Processed		1001-5000 Pages Processed		More Than 5000 Pages Processed	
	Number of Requests	Pages Disclosed	Number of Requests	Pages Disclosed	Number of Requests	Pages Disclosed	Number of Requests	Pages Disclosed	Number of Requests	Pages Disclosed
1 to 15	7	42	0	0	0	0	0	0	0	0
16 to 30	8	16	0	0	0	0	0	0	0	0
31 to 60	0	0	0	0	0	0	0	0	0	0
61 to 120	1	0	0	0	0	0	0	0	0	0
121 to 180	0	0	0	0	0	0	0	0	0	0
181 to 365	0	0	0	0	0	0	0	0	0	0
More than 365	0	0	0	0	0	0	0	0	0	0
Total	16	58	0	0	0	0	0	0	0	0

6.2 Requests with Privy Council Office

Number of Days	Fewer Than 100 Pages Processed		101-500 Pages Processed		501-1000 Pages Processed		1001-5000 Pages Processed		More Than 5000 Pages Processed	
	Number of Requests	Pages Disclosed	Number of Requests	Pages Disclosed	Number of Requests	Pages Disclosed	Number of Requests	Pages Disclosed	Number of Requests	Pages Disclosed
1 to 15	0	0	0	0	0	0	0	0	0	0
16 to 30	0	0	0	0	0	0	0	0	0	0
31 to 60	0	0	0	0	0	0	0	0	0	0
61 to 120	0	0	0	0	0	0	0	0	0	0
121 to 180	0	0	0	0	0	0	0	0	0	0
181 to 365	0	0	0	0	0	0	0	0	0	0
More than 365	0	0	0	0	0	0	0	0	0	0
Total	0	0	0	0	0	0	0	0	0	0

Part 7: Complaints and Investigations

Section 32	Section 35	Section 37	Total
204	6	1	211

Part 8: Court Action

Section 41	Section 42	Section 44	Total
0	0	0	0

Part 9: Resources Related to the *Access to Information Act*

9.1 Costs

Expenditures		Amount
Salaries		$3,930,302
Overtime		$105,562
Goods and services		$189,588
• Professional services contracts	$23,866	
• Other	$165,722	
Total		$4,225,452

9.2 Human Resources

Resources	Person Years Dedicated to Access to Information Activities
Full-time employees	68.64
Part-time and casual employees	21.12
Regional staff	0.00
Consultants and agency personnel	1.00
Students	0.00
Total	90.76

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ANNEX E: Statistical Report on the *Privacy Act*

Statistical Report on the *Privacy Act*

Name of institution: Immigration, Refugees and Citizenship Canada
Reporting period: 2017-04-01 to 2018-03-31

Part 1: Requests Under the *Privacy Act*

	Number of Requests
Received during reporting period	13,368
Outstanding from previous reporting period	2,735
Total	**16,103**
Closed during reporting period	12,698
Carried over to next reporting period	3,405

Part 2: Requests Closed During the Reporting Period

2.1 Disposition and completion time

Disposition of Requests	Completion Time							
	1 to 15 Days	16 to 30 Days	31 to 60 Days	61 to 120 Days	121 to 180 Days	181 to 365 Days	More Than 365 Days	Total
All disclosed	15	1,157	1,014	140	145	68	168	2,707
Disclosed in part	18	3,889	2,778	440	238	168	310	7,841
All exempted	0	1	0	0	0	0	0	1
All excluded	1	0	0	0	0	0	0	1
No records exist	27	220	131	42	20	12	20	472
Request abandoned	346	520	71	16	7	160	556	1,676
Neither confirmed nor denied	0	0	0	0	0	0	0	0
Total	407	5,787	3,994	638	410	408	1,054	12,698

2.2 Exemptions

Section	Number of Requests	Section	Number of Requests	Section	Number of Requests
18(2)	0	22(1)(a)(i)	0	23(a)	0
19(1)(a)	246	22(1)(a)(ii)	2	23(b)	0
19(1)(b)	9	22(1)(a)(iii)	0	24(a)	0
19(1)(c)	4	22(1)(b)	3,013	24(b)	0
19(1)(d)	6	22(1)(c)	3	25	30
19(1)(e)	0	22(2)	0	26	5,474
19(1)(f)	1	22.1	0	27	17
20	1	22.2	0	28	0
21	4,851	22.3	0		

2.3 Exclusions

Section	Number of Requests	Section	Number of Requests	Section	Number of Requests
69(1)(a)	0	70(1)	0	70(1)(d)	0
69(1)(b)	0	70(1)(a)	0	70(1)(e)	0
69.1	0	70(1)(b)	0	70(1)(f)	0
		70(1)(c)	0	70.1	0

2.4 Format of information released

Disposition	Paper	Electronic	Other formats
All disclosed	405	2,302	0
Disclosed in part	219	7,622	0
Total	624	9,924	0

2.5 Complexity

2.5.1 Relevant pages processed and disclosed

Disposition of Requests	Number of Pages Processed	Number of Pages Disclosed	Number of Requests
All disclosed	78,267	74,826	2,707
Disclosed in part	758,902	676,953	7,841
All exempted	0	0	1
All excluded	0	0	1
Request abandoned	36,110	0	1,676
Neither confirmed nor denied	0	0	0
Total	873,279	751,779	12,226

2.5.2 Relevant pages processed and disclosed by size of requests

Disposition	Less than 100 Pages Processed		101-500 Pages Processed		501-1000 Pages Processed		1001-5000 Pages Processed		More than 5000 Pages Processed	
	Number of Requests	Pages Disclosed	Number of Requests	Pages Disclosed	Number of Requests	Pages Disclosed	Number of Requests	Pages Disclosed	Number of Requests	Pages Disclosed
All disclosed	2,517	42,664	189	31,536	1	626	0	0	0	0
Disclosed in part	5,674	231,915	2,094	385,825	59	36,817	14	22,396	0	0
All exempted	1	0	0	0	0	0	0	0	0	0
All excluded	1	0	0	0	0	0	0	0	0	0
Request abandoned	1,615	0	51	0	5	0	5	0	0	0
Neither confirmed nor denied	0	0	0	0	0	0	0	0	0	0
Total	9,808	274,579	2,334	417,361	65	37,443	19	22,396	0	0

2.5.3 Other complexities

Disposition	Consultation Required	Legal Advice Sought	Interwoven Information	Other	Total
All disclosed	13	0	0	0	13
Disclosed in part	78	0	0	0	78
All exempted	0	0	0	0	0
All excluded	0	0	0	0	0
Request abandoned	11	0	0	0	11
Neither confirmed nor denied	0	0	0	0	0
Total	102	0	0	0	102

2.6 Deemed refusals

2.6.1 Reasons for not meeting statutory deadline

Number of Requests Closed Past the Statutory Deadline	Principal Reason			
	Workload	External Consultation	Internal Consultation	Other
5,009	4,987	19	3	0

2.6.2 Number of days past deadline

Number of Days Past Deadline	Number of Requests Past Deadline Where No Extension Was Taken	Number of Requests Past Deadline Where An Extension Was Taken	Total
1 to 15 days	2,250	58	2,308
16 to 30 days	292	10	302
31 to 60 days	337	19	356
61 to 120 days	401	18	419
121 to 180 days	312	9	321
181 to 365 days	266	5	271
More than 365 days	1,003	29	1,032
Total	4,861	148	5,009

2.7 Requests for translation

Translation Requests	Accepted	Refused	Total
English to French	0	0	0
French to English	0	0	0
Total	0	0	0

Part 3: Disclosures Under Subsections 8(2) and 8(5)

Paragraph 8(2)(e)	Paragraph 8(2)(m)	Subsection 8(5)	Total
4,149	8	8	4,165

Part 4: Requests for Correction of Personal Information and Notations

Disposition for Correction Requests Received	Number
Notations attached	1
Requests for correction accepted	0
Total	1

Part 5: Extensions

5.1 Reasons for extensions and disposition of requests

Disposition of Requests Where an Extension Was Taken	15(a)(i) Interference with Operations	15(a)(ii) Consultation		15(b) Translation or Conversion
		Section 70	Other	
All disclosed	4	0	36	0
Disclosed in part	38	0	162	0
All exempted	0	0	0	0
All excluded	0	0	0	0
No records exist	2	0	14	0
Request abandoned	17	0	6	0
Total	61	0	218	0

5.2 Length of extensions

Length of Extensions	15(a)(i) Interference With Operations	15(a)(ii) Consultation		15(b) Translation Purposes
		Section 70	Other	
1 to 15 days	1	0	0	0
16 to 30 days	60	0	218	0
Total	61	0	218	0

Part 6: Consultations Received From Other Institutions and Organizations

6.1 Consultations received from other Government of Canada institutions and other organizations

Consultations	Other Government of Canada Institutions	Number of Pages to Review	Other Organizations	Number of Pages to Review
Received during the reporting period	26	724	0	0
Outstanding from the previous reporting period	3	374	0	0
Total	29	1,098	0	0
Closed during the reporting period	28	1,078	0	0
Pending at the end of the reporting period	1	20	0	0

6.2 Recommendations and completion time for consultations received from other Government of Canada institutions

Recommendation	Number of Days Required to Complete Consultation Requests							
	1 to 15 Days	16 to 30 Days	31 to 60 Days	61 to 120 Days	121 to 180 Days	181 to 365 Days	More than 365 Days	Total
All disclosed	4	2	3	0	0	0	1	10
Disclosed in part	7	3	5	0	0	0	1	16
All exempted	0	1	0	0	0	0	0	1
All excluded	0	0	0	0	0	0	0	0
Consult other institution	0	0	0	0	0	0	0	0
Other	1	0	0	0	0	0	0	1
Total	12	6	8	0	0	0	2	28

6.3 Recommendations and completion time for consultations received from other organizations

Recommendation	Number of Days Required to Complete Consultation Requests							
	1 to 15 Days	16 to 30 Days	31 to 60 Days	61 to 120 Days	121 to 180 Days	181 to 365 Days	More than 365 Days	Total
All disclosed	0	0	0	0	0	0	0	0
Disclosed in part	0	0	0	0	0	0	0	0
All exempted	0	0	0	0	0	0	0	0
All excluded	0	0	0	0	0	0	0	0
Consult other institution	0	0	0	0	0	0	0	0
Other	0	0	0	0	0	0	0	0
Total	0	0	0	0	0	0	0	0

Part 7: Completion Time of Consultations on Cabinet Confidences

7.1 Requests with Legal Services

Number of Days	Fewer Than 100 Pages Processed		101-500 Pages Processed		501-1000 Pages Processed		1001-5000 Pages Processed		More Than 5000 Pages Processed	
	Number of Requests	Pages Disclosed	Number of Requests	Pages Disclosed	Number of Requests	Pages Disclosed	Number of Requests	Pages Disclosed	Number of Requests	Pages Disclosed
1 to 15	0	0	0	0	0	0	0	0	0	0
16 to 30	0	0	0	0	0	0	0	0	0	0
31 to 60	0	0	0	0	0	0	0	0	0	0
61 to 120	0	0	0	0	0	0	0	0	0	0
121 to 180	0	0	0	0	0	0	0	0	0	0
181 to 365	0	0	0	0	0	0	0	0	0	0
More than 365	0	0	0	0	0	0	0	0	0	0
Total	0	0	0	0	0	0	0	0	0	0

7.2 Requests with Privy Council Office

Number of Days	Fewer Than 100 Pages Processed		101-500 Pages Processed		501-1000 Pages Processed		1001-5000 Pages Processed		More Than 5000 Pages Processed	
	Number of Requests	Pages Disclosed	Number of Requests	Pages Disclosed	Number of Requests	Pages Disclosed	Number of Requests	Pages Disclosed	Number of Requests	Pages Disclosed
1 to 15	0	0	0	0	0	0	0	0	0	0
16 to 30	0	0	0	0	0	0	0	0	0	0
31 to 60	0	0	0	0	0	0	0	0	0	0
61 to 120	0	0	0	0	0	0	0	0	0	0
121 to 180	0	0	0	0	0	0	0	0	0	0
181 to 365	0	0	0	0	0	0	0	0	0	0
More than 365	0	0	0	0	0	0	0	0	0	0
Total	0	0	0	0	0	0	0	0	0	0

Part 8: Complaints and Investigations Notices Received

Section 31	Section 33	Section 35	Court action	Total
10	0	0	0	10

Part 9: Privacy Impact Assessments (PIAs)

Number of PIAs completed	3

Part 10: Resources Related to the *Privacy Act*

10.1 Costs

Expenditures	Amount	
Salaries	$2,024,701	
Overtime	$54,380	
Goods and services	$97,665	
• Professional services contracts	$12,294	
• Other	$85,371	
Total		$2,176,746

10.2 Human Resources

Resources	Person Years Dedicated to Privacy Activities
Full-time employees	35.36
Part-time and casual employees	10.88
Regional staff	0.00
Consultants and agency personnel	1.00
Students	0.00
Total	47.24